Department of Accounts Charge Card Bulletin

October 17, 2005

Bulletin 2005-07

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REVISED!!! Cycle Dates for GE MasterCard Program

Charge Card Bulletin 2005-06, dated October 12, 2005, reflected incorrect dates for the monthly billing cycle. Below are the revised cycle dates for the remainder of 2005 with GE. The SPCC web page has also been updated to reflect these new dates.

REVISED 2005 GE MasterCard Billing cycles

October

Closing date 10/17/2005

Electronic Bill available 10/18/2005 in NetService

Reports available 10/20/2005 in SAM

Payment due date 11/7/2005

November

Closing date 11/15/2005

Electronic Bill available 11/16/2005 in NetService

Reports available 11/18/2005 in SAM

Payment due date 12/5/2005

December

Closing date 12/15/2005

Electronic Bill available 12/16/2005 in NetService

Reports available 12/18/2005 in SAM

Payment due date 1/5/2006

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Crucial Dates

October 18th

Session at the VAGP Conference & attend Vendor Expo

October 24th

Internal Audit staff training on SAM Reporting

November 13-17th

2 Sessions at the Procurement Forum in Roanoke, Table Talk & attend the Vendor Expo

November 17th

Session at the Fall FOCUS Meeting in Virginia Beach

User ID's

With the GE MasterCard program, the Department of Accounts administers the assignment or maintenance of user id's for the following systems:

- Strategic Account Management (SAM)
- NetService
- Agency eBill

When staff assignments change or there is turnover for an employee with access to any of these systems, DOA should be notified immediately using the Program Administrator Form found on DOA's Charge Card Administration web page. The user id's and first time passwords will be disseminated via email directly to the individual.

NetService for Cardholders

Please ensure that your cardholders are familiar with access procedures for GE online systems. The cardholder can register for access to NetService to view and print the monthly bill for *any* of the GE cards (e.g., purchase, gold, agency travel and/or corporate (travel) card). Upon initial access, the cardholder will be prompted for a Social Security Number. This value can vary based on the type of card as follows:

Purchase and Gold cards – this is your agency's 3 digit code followed by all 9's (For example agency 151 would be 151999999)

Agency Travel card – it will be the number they provided in the Social Security field

Corporate (Individual Travel) Cards – it will be the number they provided in the Social Security field

Additionally, the NetService for cardholders tutorial found on the Charge Card Administration web page provides more detailed information.

AMEX Migration Information

American Express has provided instructions as to how charges and/or credits will be handled subsequent to card cancellation.

Agencies and cardmembers will continue to receive statements as long as there is a balance (debit or credit) on their account. Vendors have **one year** to submit a charge; therefore, if an outstanding charge posts to an account that has been cancelled and has had no activity for months, a statement will be generated. For Purchase and Gold cards, the agency must process a payment in accordance with current AMEX payment procedures. For Individual AMEX travel cards, the cardholder must submit a payment to AMEX by the due date regardless if they have been reimbursed by the agency.

If any recurring charge has been established with a supplier, (e.g., a cell phone company), be sure to notify the supplier of the new billing information. AMEX will monitor the cancelled accounts for 90 days (3 cycles). If recurring charges are processed on a cancelled card, AMEX will automatically charge back the supplier.

Should an account maintain a credit balance, the monthly statement will reflect that balance. For Purchase and Gold cards credit balances, the Program Administrator can contact AMEX to request a refund check to be issued. Once the call is made, the check is normally received in 14 business days. For Travel cards with a credit balance, the cardmember will have to contact AMEX to request a refund check. The check normally takes 14 business days for receipt.

Until complete transition has occurred and all cancelled cards are void of activity, a separate reconciliation log must be completed. The Purchase Log for both American Express and GE can be found on DOA's Charge Card Administration web page.

Agency Air Travel Card Policy

CAPP Topic 20336 will be issued in the near future and will include a new policy regarding the reconciliation of the Agency Air Travel Card. Essentially the procedures defined for the purchase card apply to the air travel card.

All cardholders will be required to complete and maintain a monthly reconciliation log with the GE MasterCard statement and any additional supporting documentation. The reconciliation form can be found on our web page. An agency may elect to modify the form; however, modifications can only be made to make it more restrictive, not less restrictive. It must contain all the fields in the example on our web page.

The Agency Air Travel cardholder must complete this reconciliation monthly, sign it and submit it to their Supervisor/Reviewer. The Supervisor/Reviewer must ensure that all documentation is attached and all charges are for official State expenses. Once approved, the Supervisor/Reviewer must sign and date the log.

The log and attachments should then be forwarded to the fiscal office for payment. As with the Purchase and Gold cards, an agency can make the payment for the Agency Travel card prior to receipt of all the reconciliations as long as the reconciliations have been received in the fiscal office and verified against the master bill prior to the receipt of the next cycle's bill.

DGS/DPS Procurement Forum

DOA will be presenting 2 sessions on What's New with the Purchase and Travel Card Program at the Procurement Forum in Roanoke in November. Danita Barnes and Valerie Smith will be accompanied by representatives from both GE Finance and MasterCard. The sessions will include introductions of these individuals as well as provide time for questions and answers. Access into both SAM and NetService will be available to provide live demonstrations of online access, report review, and ad hoc queries. Session times are listed below.

Tuesday, November 15th 11:05am to 12:20pm and 1:45pm to 2:45pm

Wednesday, November 16th 8:00am to 10:30am – Table Talk session hosted by Nancy Alund, GE COV National Account Manager, along with DOA Charge Card Administration staff.

From 11:30am to 4:00pm - GE and MasterCard representatives available for inquiries at the Expo.

Internal Audit/Fiscal Staff Training

DOA and GE will be holding a *special* training session in Richmond on October 24th at Department of Rehabilitative Services on the GE SAM Reporting system. There are 2 sessions planned - at 9am and at 1pm. Each session should last approximately 2 ½ hours. This training is intended for staff that will use SAM to develop reports and ad hoc queries for audit purposes and will include a higher level of detail than was provided at the initial training sessions.

If you are interested in attending this session, please notify Danita Barnes at Danita.Barnes@doa.virginia.gov. DOA will be holding Webx training sessions for fiscal staff in the near future. If you wish to attend the web training, please notify Danita Barnes at the address above. Those notifying DOA of interest will be contacted when more information is available.

More detailed Program Administrator training will be conducted after the first of the year. Training dates will be announced via the Charge Card bulletin.